



Department Name: City Clerk/Central Services

Fiscal Year: 2010/11

Date Prepared/Updated: 6-23-10 / 10-1-10

Department Mission/Purpose Statement

"We are dedicated to performing as the secretary and custodian of the City Seal, compiling official City Commission and Redevelopment Agency agendas and minutes, providing quality print, copy and mail services and serving as facilitator in providing public records and information expeditiously to the City Commission, the public, City staff and other governmental agencies."

Department Description

The Office of the City Clerk is dedicated to providing a high level of customer service in a professional and courteous manner, making public information easily accessible using the latest technology, and making the experience a satisfying one. The Office of the City Clerk's responsibilities are shown in the attached Table of Organization.

Central Services is dedicated to providing a high level of city-customer service in a professional and courteous manner, making print jobs readily available for meetings and thus, allowing departments to meet their deadlines. Some print jobs may require additional handling, i.e., cut, bind, pad, books covers, and the services provided are complete keeping the customer satisfied. Also, Central Services distributes postal-mail, interoffice mail, deliver agendas and GO Bond packages, as well as other special packages throughout departments.

Current innovative programs and initiatives

- Tracking term limits for 'at-large' appointments.
- Update the Internet with City Commission Committee Agendas and Audios
- List of registered lobbyists by City Commission Agenda Item.
- Special Master Monthly Report of properties with no compliance for six (6) and twelve (12) months.

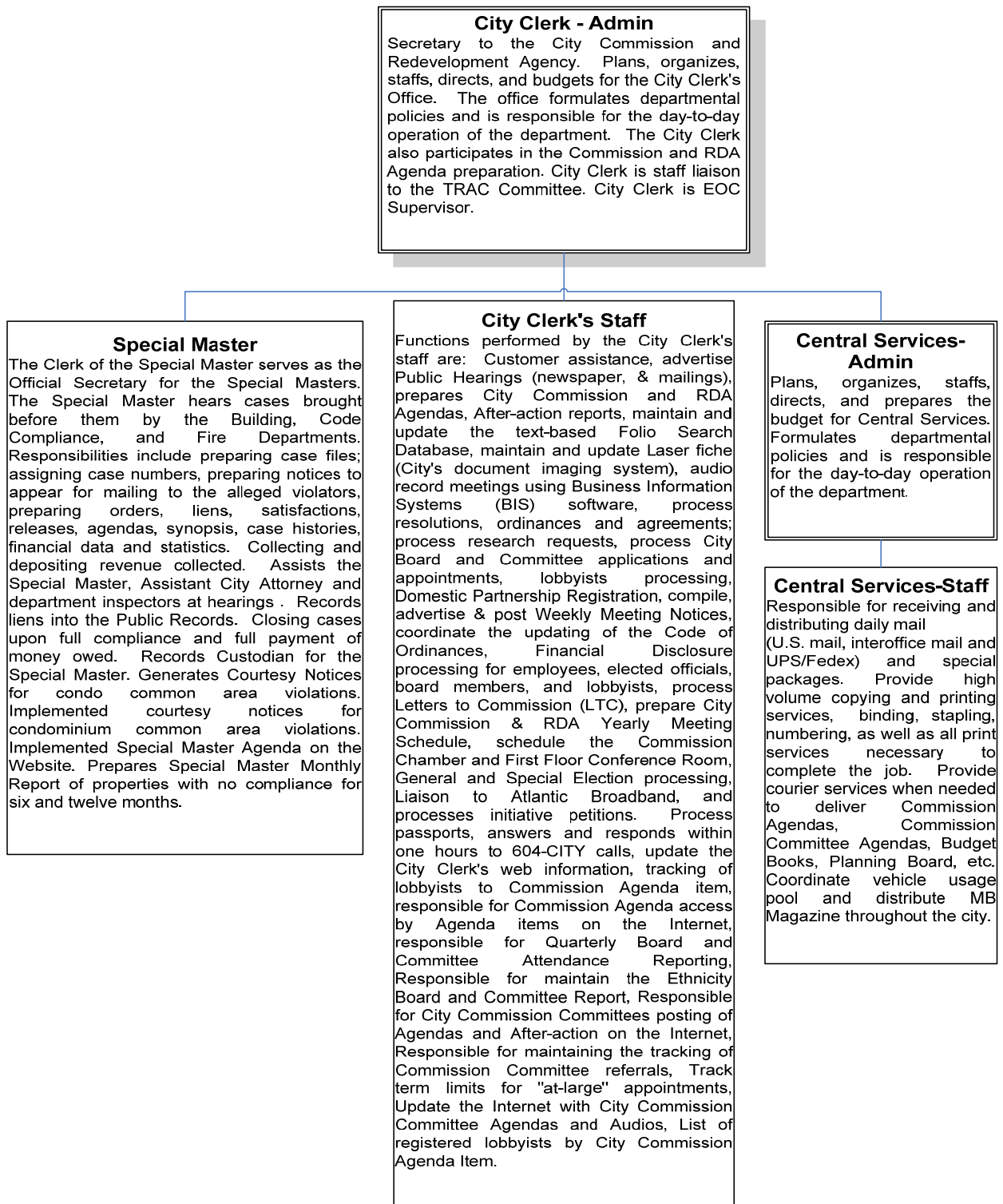
See attached Table of Organization



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Fiscal Environment:

The City Clerk's Office is supported by General Fund dollars. Lobbyists Registration Fees, Passport Fee, Domestic Partnership Fees, Special Master Revenues and copy charges all are deposited in the General Fund Accounts.

The general fund charges an administrative fee to enterprise fund departments RDA and Resort Tax Fund to cover the cost of various administrative support functions provided by the general fund, including City Clerk functions.

Central Services is an internal service funded via charge back system; departments pay for specific print, copy, mail and in-house services.

Business Environment:

The City Clerk's office has numerous responsibilities which are derived from the City Charter, City Code, or Administratively. The office interacts with other departments in the City and the general public via face-to-face contact, telephone, facsimile, or via the internet.

Central Services' customers are our city departments, providing them with an in-house print shop for expediting economical print production services. This also involves reducing travel time to and from outside vendors. Central Services distributes postal mail, add postage to metered mail to send to the post office; distribute inter-office mail; receive/deliver packages from FedEx/UPS/DHL, etc.; Pool City vehicles for any department needing to attend a meeting, or deliver important personnel documents.



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Significant Prior Accomplishments:

- **City Commission Agenda Preparation** – Proofread City Commission agenda materials for 29 City Commission meetings, oversaw the agenda preparation process, and updated the City's webpage.
- **City Commission** - Produced 29 Afteraction Reports for City Commission meetings, Workshops and Retreats and produced Log Notes for 26 Commission/Workshop meetings, and burned CD's for archival purposes.
- **Resolutions Processed:** 310; **Ordinances Processed:** 39
- **Letters to Commission (LTC)** – Processed 404 LTC's. The goal is to process LTC's within one-half hour from the time received. LTC's are also updated on the Internet by LTC number and subject matter.
- **City's Website Update** - In collaboration with the City's webmaster, the City Clerk's Office updated the webpage with the Commission Agendas, Afteractions, Election Information, LTC's, Lobbyist Application, Weekly Meeting Notices, and related information, as well as a Searchable website for Board and Committees. A historical webpage was created and is updated on a monthly basis.
- **LaserFiche/Scanning** - Scanned documents, including LTC's, Lobbyists Affidavits, Board and Committees Applications, Financial Disclosure Forms, Historical photographs, Ordinances and Resolutions; Cone of Silence Correspondence, etc. Approximately 24,011 Images were scanned in FY 08/09. Estimated 30,000 images for FY 09/10.
- **Weekly Meeting Notices** – Prepared, Processed, and e-mailed for publishing in The Miami Herald Neighbors Section the Weekly meeting notices.
- **City Code Updates** - Transmitted 25 adopted ordinances to Municipal Code for codification and updated in the City's Code Book (paper and electronic version) for FY 09/10. Supplement 40 is the current version.
- **Domestic Partnership** - Processed and mailed Applications/Certificates and Wallet Cards – 44 Certificates.
- **Folio Updates** – Processed 14 Folio updates not including "City Clerk's File Reference" documents.
- **Historical Archives** - Maintained a searchable Folio database, where historical archives are entered by category, by date, description and points of reference, and identified each document/photo with a number for easier identification with the aid of volunteer historians. More than 670 documents and photographs have been scanned, archived and preserved.
- **Historical Search Database**- Continue to update the searchable database of historical archives by number, identification category, points of reference, and other criteria. This minimizes the time to search for requests made by residents, historians or staff.
- **Research Requests** – Responded to 705 Public Record Requests in FY 08/09.
- **Lobbyists** – Processed 180 Lobbyist Registrations, 274 Lobbying issues and maintained the Lobbyists annual disclosure.
- **Board & Committees Applications** - Maintained 42 Board & Committees with Approximately 420 members and three (3) ad hoc committees. Processed 102 applications and 232 board appointments. Implemented and maintained the Ethnicity Report of all



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members.

- **Financial Disclosures** - Responsible for receiving and transmitting Financial Disclosure Forms for City Employees, City Officials and Board Members, also Gift Disclosures and Outside Employment forms.
- **Annual Personnel Board Elections:** Responsible for advertising for candidates, holding the elections and informing the employees.
- **Process Passports:** Accepted and processed 779 new passports applications for FY 08/09. Processed 447 photos for FY 08/09. Take photographs when necessary and submit to the Passport Agency daily. Passports fees are \$75.00, \$135.00, or \$149.96, depending on how they are expedited, of which the City keeps \$25.00 for processing. We also charge \$12.00 for photos.
- **Elections:** In FY08/09 coordinated all aspects of the General, Runoff, and Special Election.
- **604-City:** Handled 7,715 calls FY08/09. Our goal is to respond to all phone calls within 1 hour.
- Assumed responsibility for passport processing.
- Assumed responsibility for answering and responding within one hour to 604-CITY calls.
- Assumed responsibility for updating the City Clerk's web information.
- Implemented courtesy notices for condominium common area violation.
- Implemented tracking lobbyists to Commission Agenda item.
- Added print jobs that were once sent to outside vendors.
- Implemented Special Master Agenda on the Website.
- Implemented Commission Agenda access by Agenda items on the Internet.
- Implemented Quarterly Board and Committee Attendance Reporting.
- City Clerk is staff liaison to the Transparency, Reliability, and Accountability Committee (TRAC).
- Implemented City Commission Committees posting of Agendas and Afteractions.
- Emergency Operations Center (EOC) Supervisor (assisted in the implementation of E-Team Software, assisted in the EOC room set up).
- Implemented and maintained the tracking of Commission Committees referrals.
- Research City Commission Agenda Automation.
- Created and maintained Board and Committee Ethnicity Report.

Special Master:

- Processed 2,022 new cases
- Processed and mailed 9,361 condo common area violations courtesy notices on 179 cases for FY 08-09.
- Processed recording and release of 1,037 liens.

Central Services

- Based on an average taken from actual numbers from October, November & December 2009, Central Services receives 1600 print jobs per year, and produces 2,400,000 impressions (B&W and color), at an average of 204,000 impressions per month.
- Some of these jobs include: Commission Meeting Agendas and Books, MB Line Magazine, Supplemental to City Code, After-Actions, Commission Committees Monthly Meeting Agendas & Minutes, Proposed & Final Capital Budget Books, Proclamations, Posters,



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Flyers, Brochures, Maps, Business Cards, Courtesy Notices, Meeting Notices (Board of Adjustments, Planning Board, etc.), Permit Cards, Work Permits, Unsafe Stickers, Surveys, Vehicle Safety and Storage Receipts, Inspection Handouts, Daily Reports, Information Logs, Code Violation Forms, Employees Applications, Group Health ID Cards, Retiree Enrollment Applications, Door Hangers, Transportation Element, Residential Parking Permit Application, Residential Parking Permit Renewal, Players/Parents Code of Conduct, Release of Liability, Rules and Regulations, Warning Signs, Off-Duty Applications, etc.

Critical Success Factors:

- Ensure cross-training of staff.
- Ensure departments respond in a timely manner to public records requests.
- Ensure all work order requests from departments have thorough and accurate information as well as detailed instructions.



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Miami Beach Strategic Planning Framework

The Department Work plan is aligned with Citywide strategic outcomes and initiatives established through extensive community input. The City's strategic planning process provides a framework at a broad level of where we want to go, how we get there, and how we measure our progress along the way. The process ensures increased communications at all levels of City government using consistent terms.

- Our Citywide **Vision** communicates the community's shared vision for the best possible future for the City of Miami Beach:
Cleaner and Safer, Beautiful and Vibrant, A Unique Urban and Historic Environment, A Mature, Stable, Residential Community with Well-Improved Infrastructure, A Cultural, Entertainment Tourism Capital and an International Center for Innovation and Business, While Maximizing Value to Our Community for the Tax Dollars Paid
- Our Citywide **Mission** statement communicates the role of our government in achieving this vision:
We are committed to providing excellent public services and safety to all who live, work, and play in our vibrant, tropical, historic community
- Our **Values** communicate to all levels of our organization the manner in which we expect all decisions, interactions and activities to be performed:
*We maintain the City of Miami Beach as a world-class city.
We work as a cooperative team of well-trained professionals.
We serve the public with dignity and respect.
We conduct the business of the City with honesty, integrity, and dedication.
We are ambassadors of good will to our residents, visitors, and the business community*
- Our **Identified Priorities** communicate activities that are essential to help us achieve our vision:
Capital Improvement Program, Strategic Planning and Economic Development, Organizational Development, Neighborhood Services, and Investment in Technology
- We have developed **Key Intended Outcomes** across all City Departments. These are the results the City plans to achieve towards accomplishing its Vision. These outcomes are from the customer/community perspective (e.g. quality of service provided, customer satisfaction).
- **Key Performance Indicators (KPI)** express the City's Key Intended Outcomes in measurable terms. Departments monitor additional performance indicators (*Department Performance Indicators*) that support these Citywide Key Performance Indicators.
- **Initiatives** are undertaken to drive the performance level for a key performance indicator.



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Citywide Key Intended Outcomes supported by the Department:

- Increase community satisfaction with city government
- Ensure compliance with code within reasonable time frame
- Expand e-government (Clerk)
- Maximize efficient delivery of services

See Department Performance Plan for additional supporting details



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Citywide Key Intended Outcome	Departmental Performance Indicator	Actual					Target		FY 2010/11 Department Activities
		FY 04/05	FY 05/06	FY 06/07	FY 07/08	FY 08/09	FY 09/10	FY 10/11	
Increase community satisfaction with city government	% of Public Records requests completed within 7 days	No Data	No Data	No Data	No Data	67%	80%	80%	No new initiatives
Ensure compliance with code within reasonable time frame	Average # cases scheduled for Special Master Hearing within 90 days of receipt of request	No Data	No Data	No Data	No Data	47 (4 th Qtr only)	N/A	N/A	No new initiatives
	Average # of days from initiation to lien placed	No Data	No Data	No Data	No Data	No Data	TBD	TBD	
	Average # of days from initiation to compliance	No Data	No Data	No Data	No Data	No Data	TBD	TBD	
Expand e-government (Clerk)	# of hits on City Clerks Imaging System weblink page per month	No Data	No Data	No Data	No Data	36,661	N/A	N/A	No new initiatives
	# of hits on City Clerk web pages per month	No Data	No Data	No Data	No Data	150,437	N/A	N/A	
	# of transactions in City Clerk's office available on line	No Data	No Data	No Data	No Data	No Data	22	22	
Maximize efficient delivery of services	Average # of days to complete print jobs	No Data	No Data	No Data	No Data	No Data	3 days	3 days	• Continue to evaluate cost of in-house versus outside printing